EDISS Connect
User Manual for Providers

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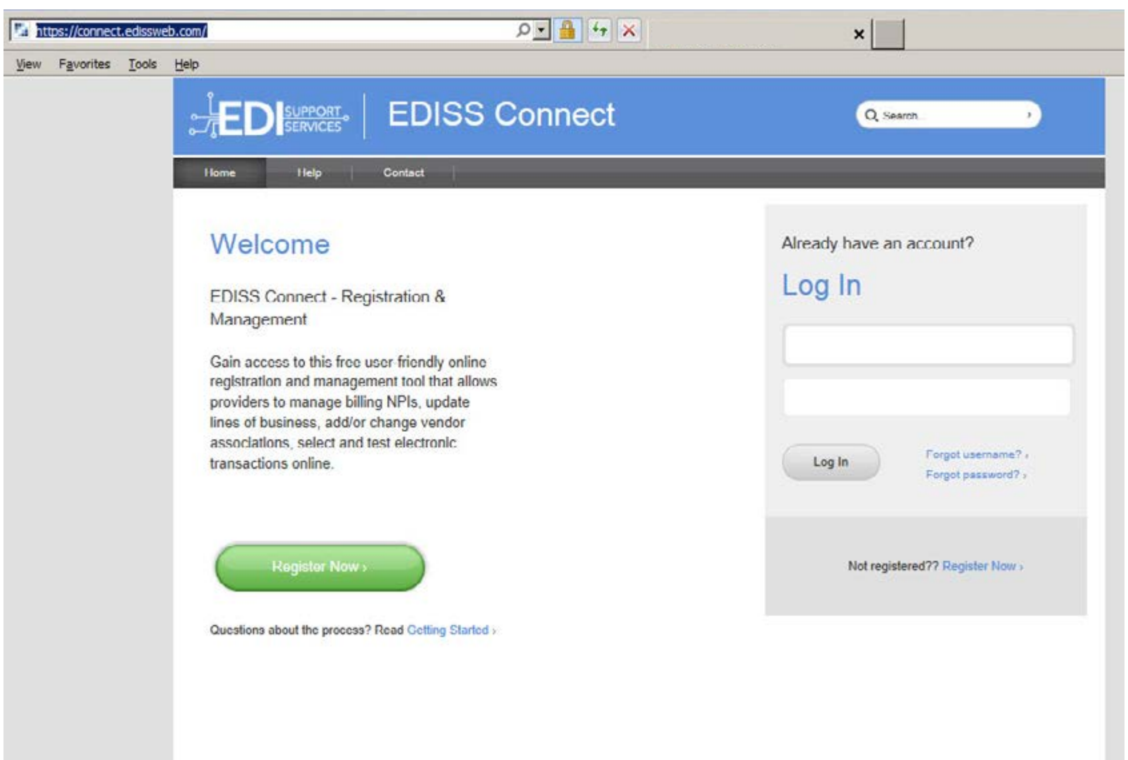
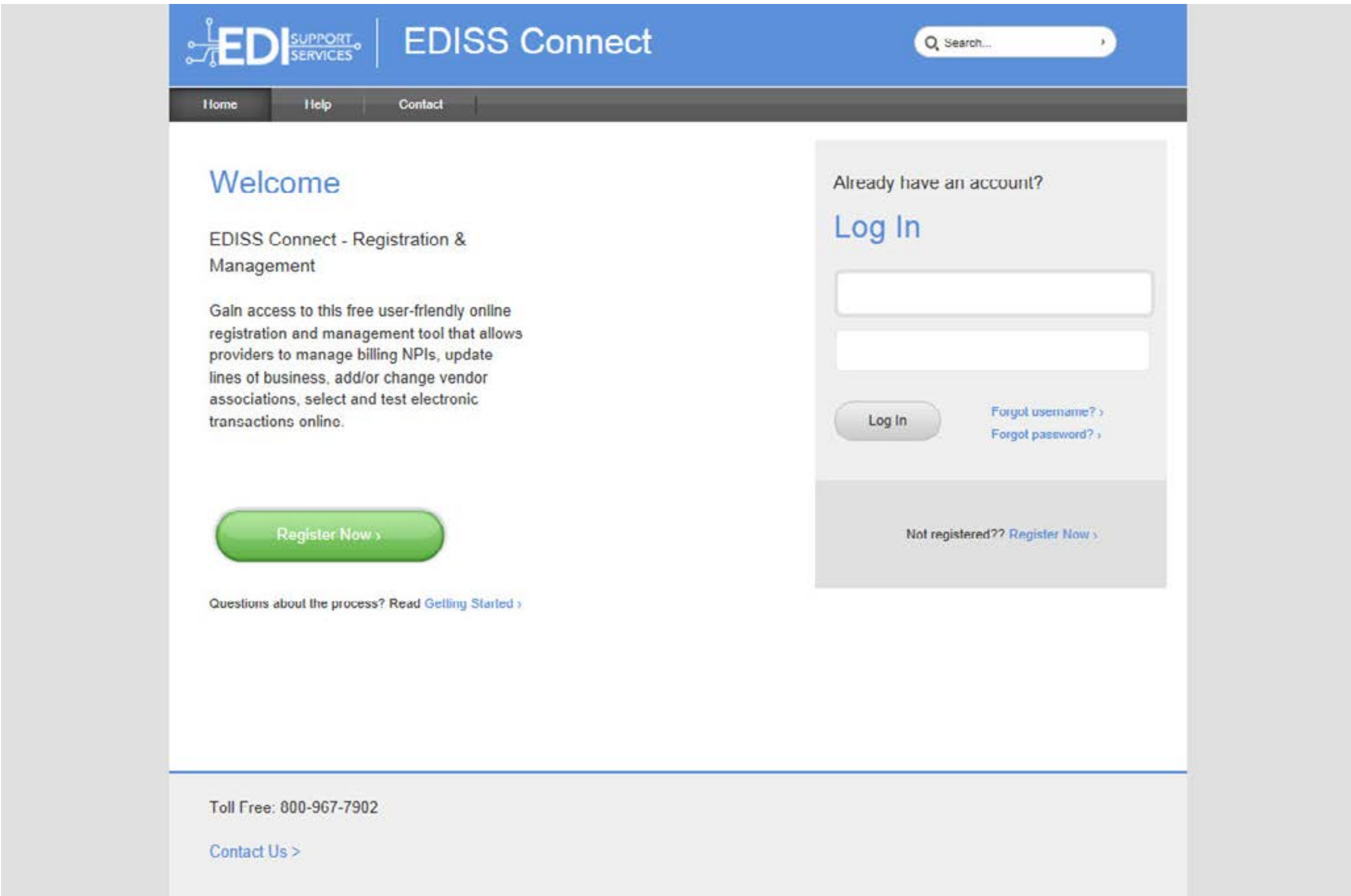
Welcome to EDISS Registration and Management

EDISS Connect is a user-friendly, online registration and electronic claim testing system. Providers use it to register with EDISS, add users, and to add and manage transaction types. The system also allows Providers to test claim files for electronic submission.

Web Site Address/URL

https://connect.edissweb.com



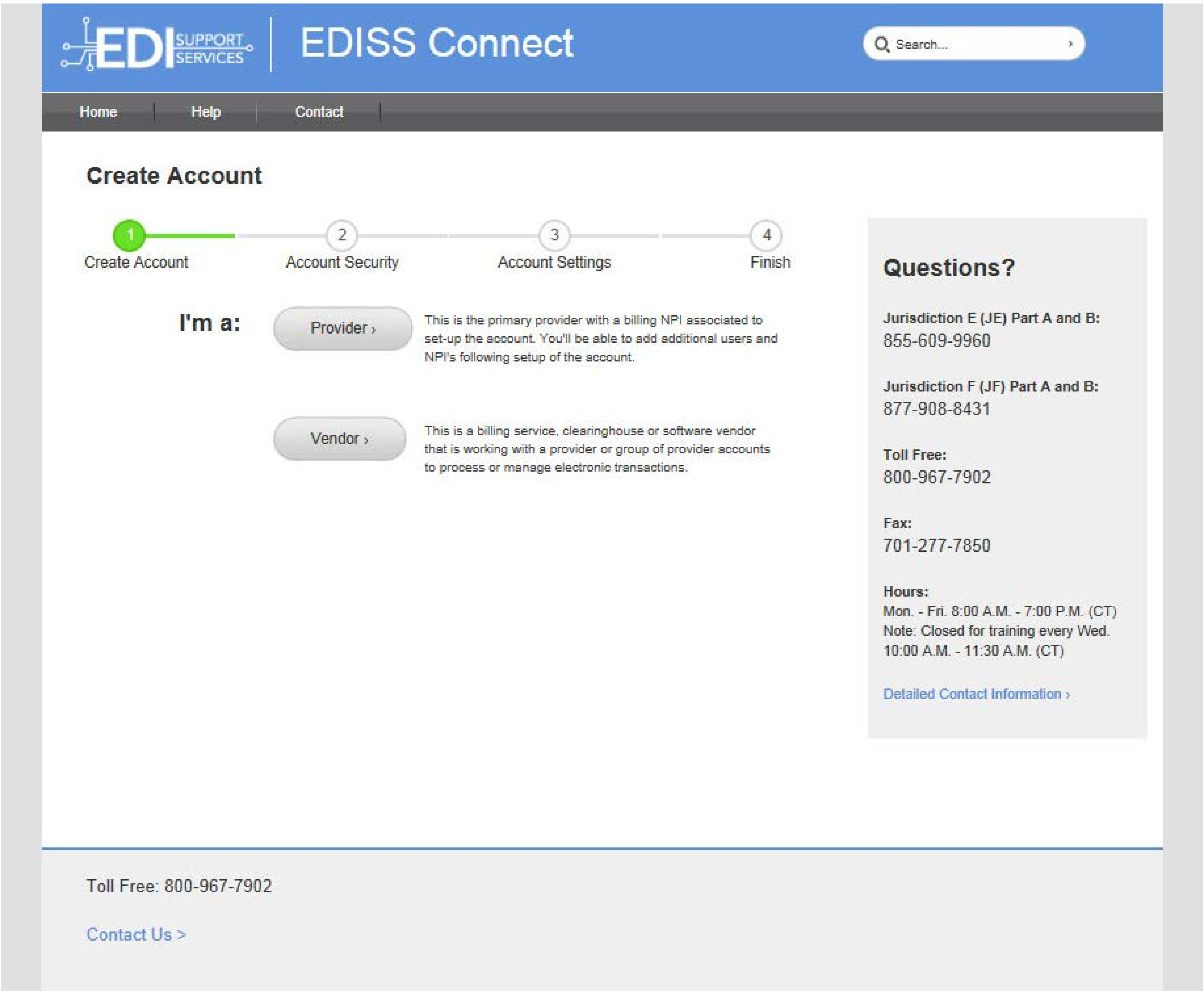


Self-Registration

Information made accessible through EDISS Connect is available to users once the registration process is complete. User registration for EDISS Connect will need to be completed online.

Note: *On each page within EDISS Connect there are FAQ's in the right column to aid in answering questions related to the online registration process.*

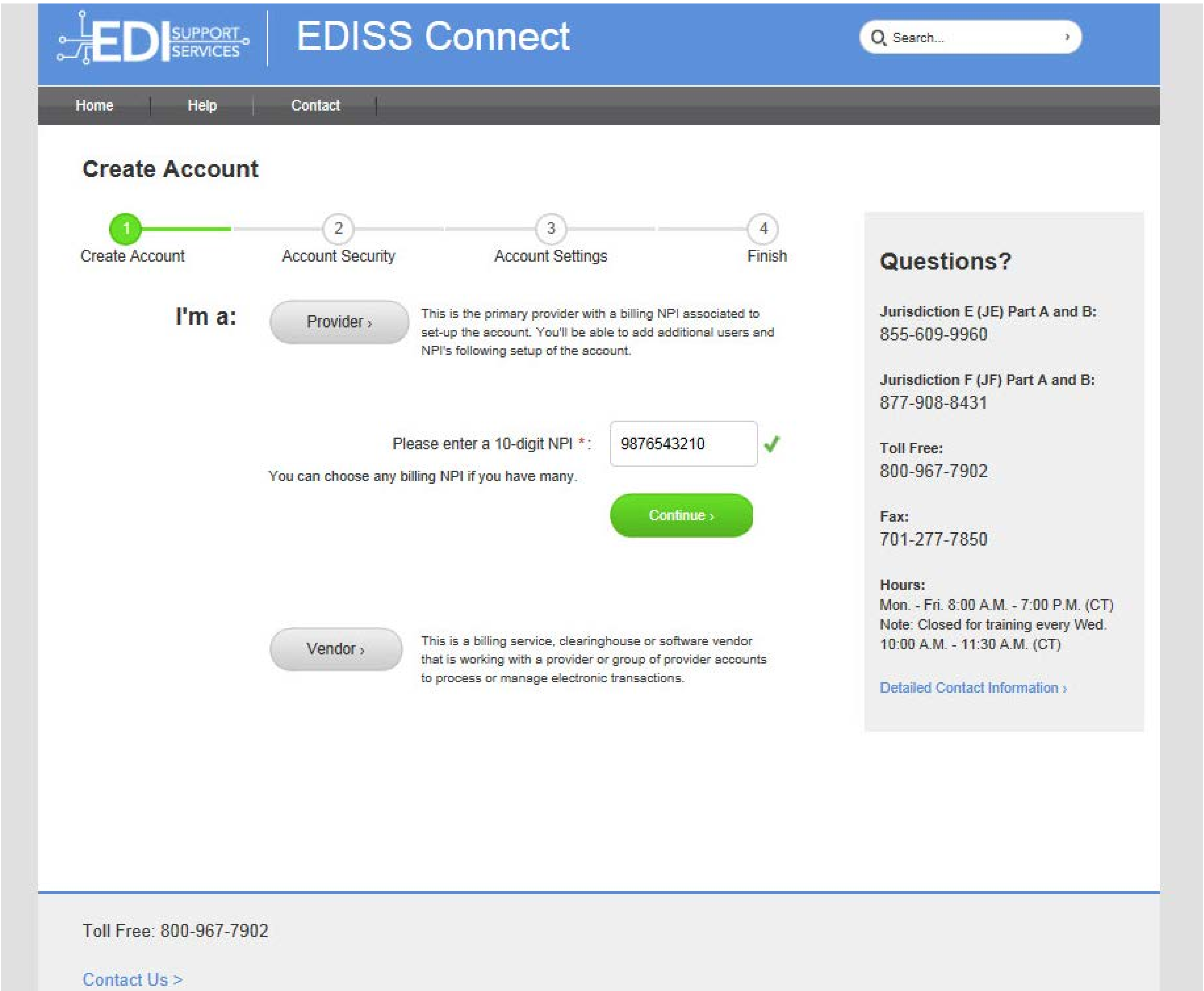
1. Click on the green **Register Now** button to create an online account for accessing online profile information and adding and managing transactions.



Create Account

1. First select Provider or Vendor. At any time in the process you can use the back button to return to a previous step. The numbered progress bar on top of each page will help keep track of where you are in the process.

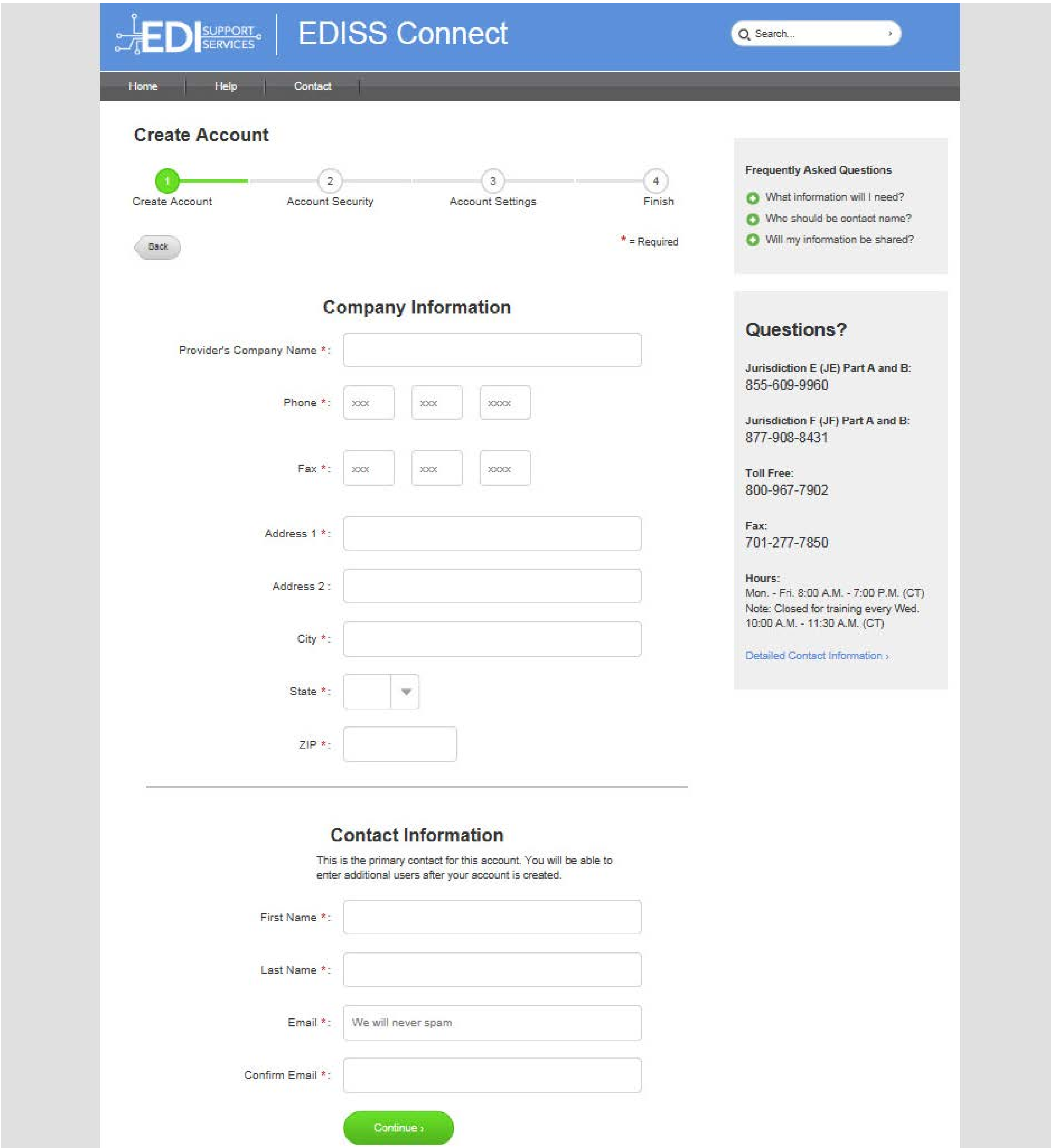
Note: *Vendors cannot register a provider on their behalf. If the account will be administered by a vendor, it is a provider's responsibility to first establish the account by registering.*



Create Account

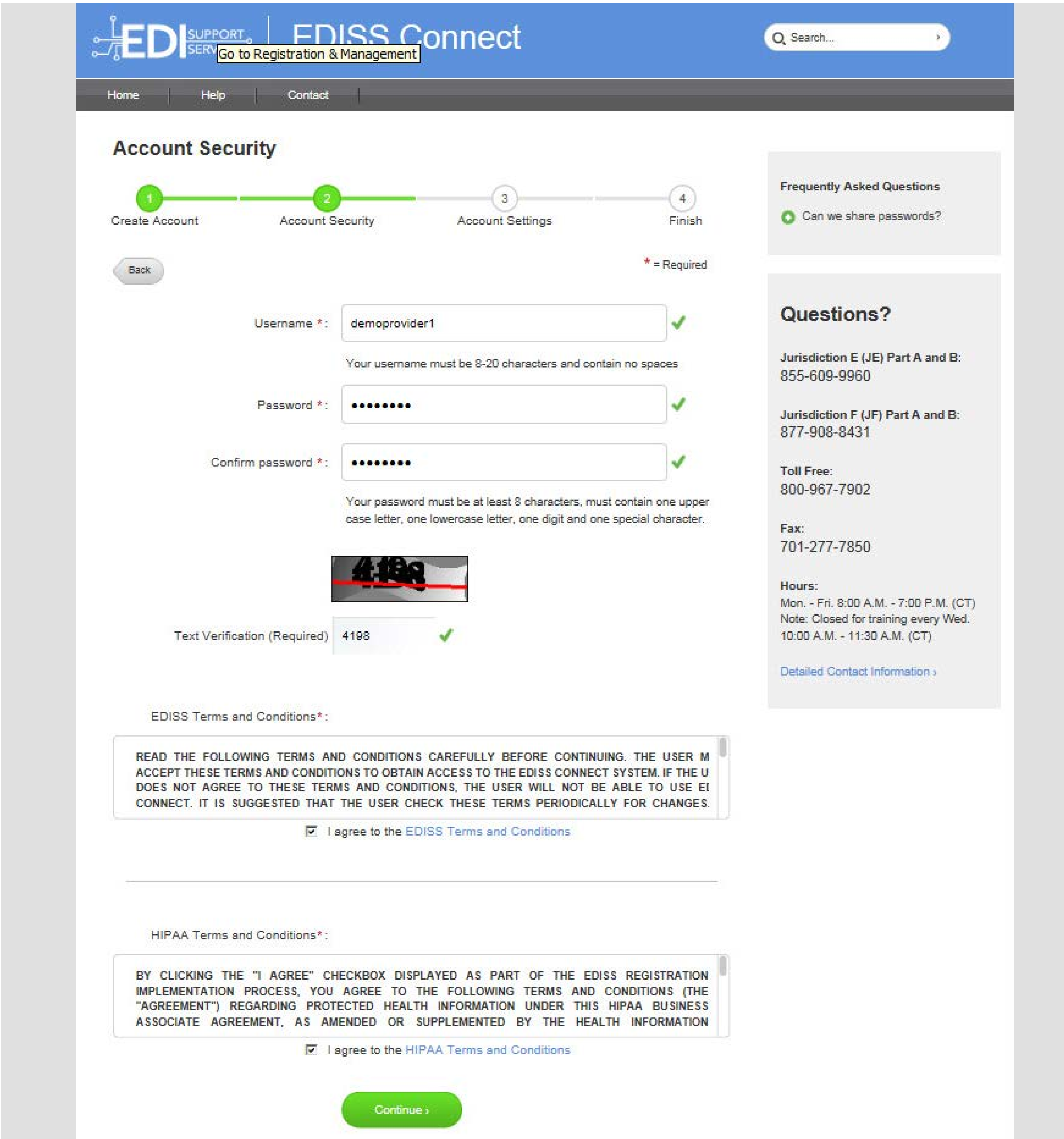
2. If you are registering as a Provider you must provide your 10-digit **billing/group** NPI (National Provider Identification) number before you will be allowed to click the continue button. You can choose any billing NPI to register at this point if you have many. You will be allowed to enter additional NPI numbers for transactions once the initial registration is complete.

Note: *Rendering NPIs are not required to be registered and will be removed.*



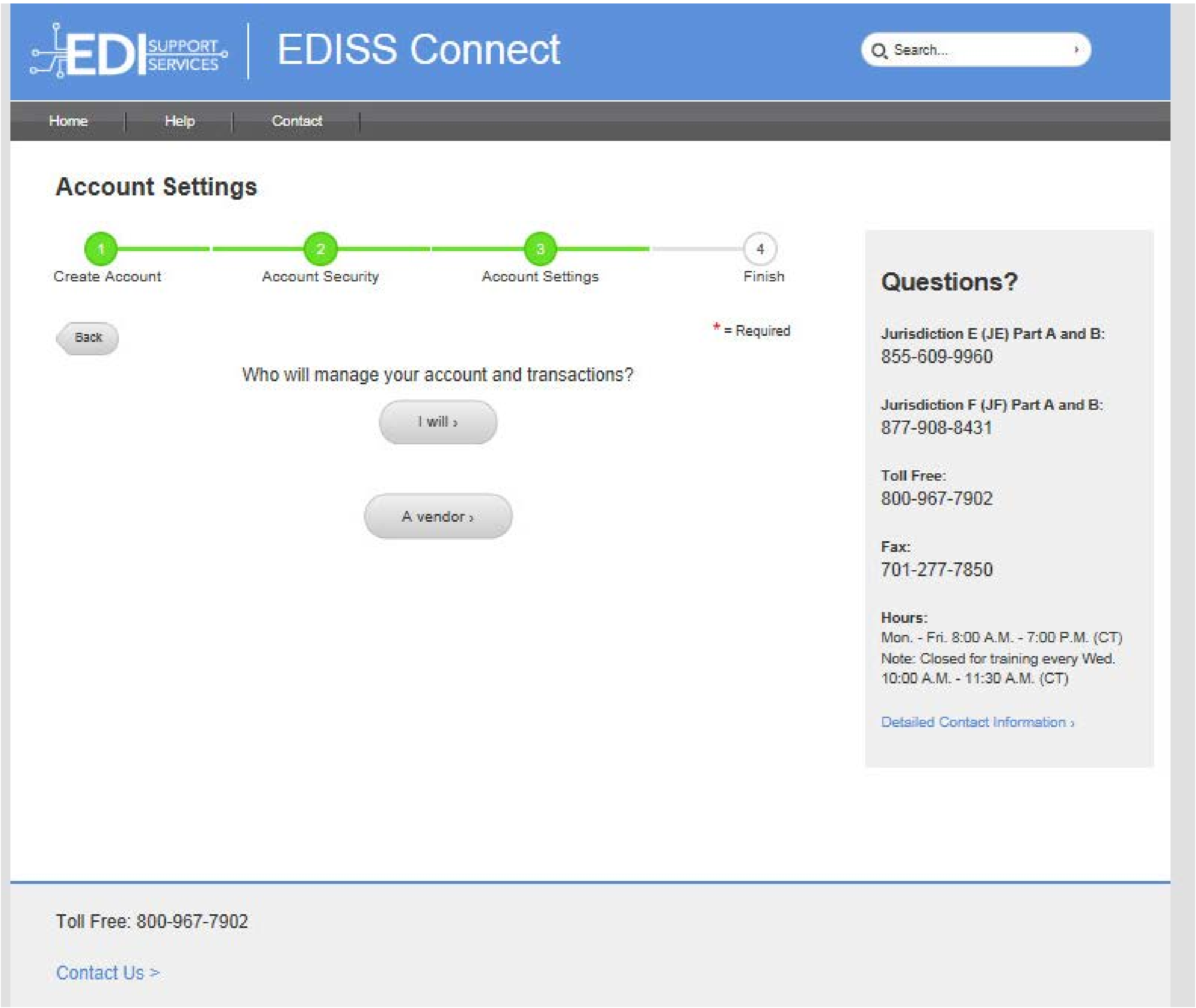
Create Account

3. Enter your company information. All information on this page is required. The personal contact information on the bottom portion of this form is the primary contact for this account. You will be able to add additional users to access the account upon successful account creation.



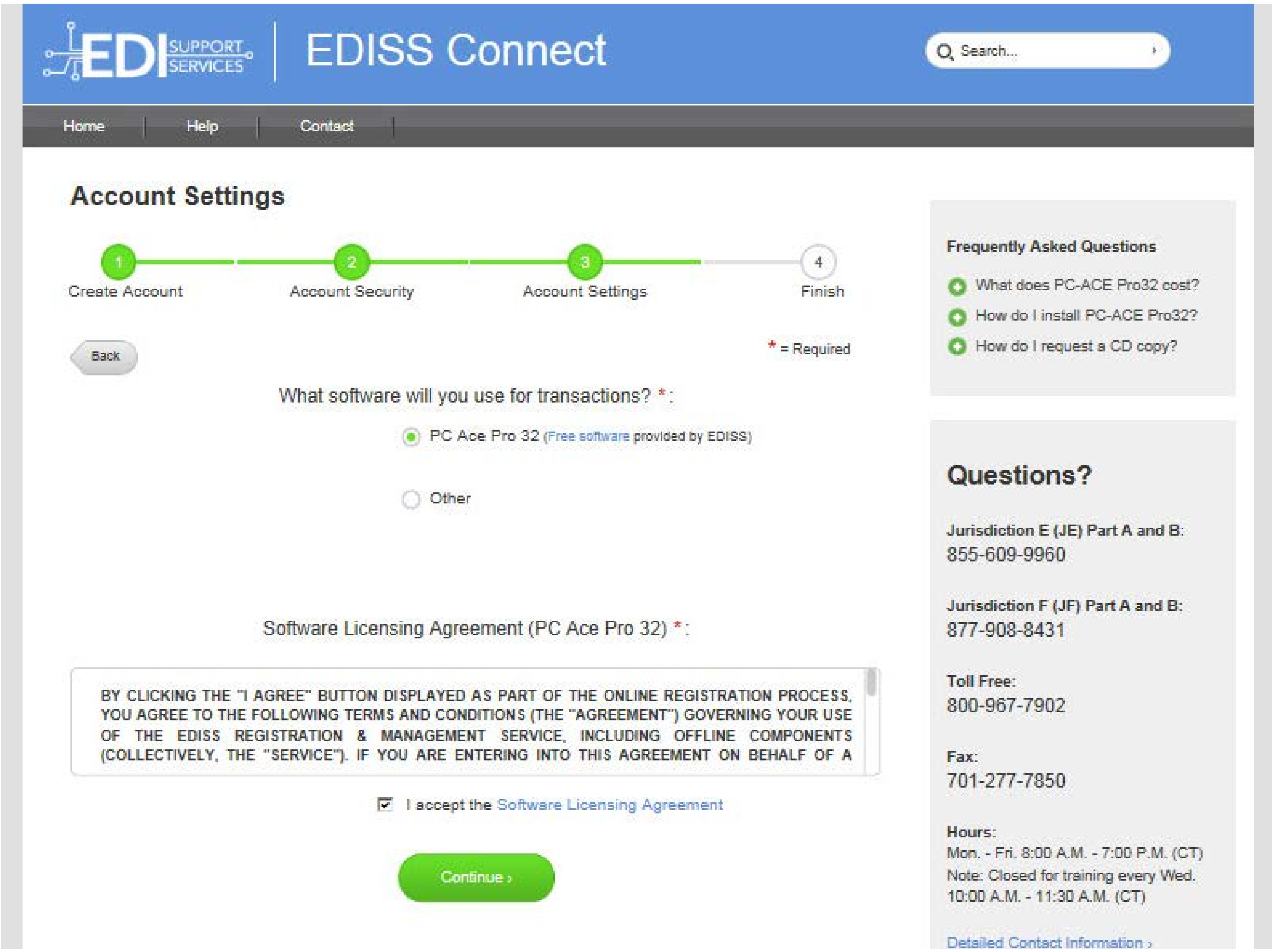
Account Security

1. Choose a username and password for your account. This username must be unique, between 8-20 characters and contain no spaces or special characters. Your password must be 8-20 characters (consisting of one capital letter, one numeric value and one of these special characters: #,_,$,-,*,&) and contain no spaces. Additionally, you will need to agree to EDISS Terms and Conditions as well as HIPAA Terms and Conditions before you will be allowed to continue with your registration.



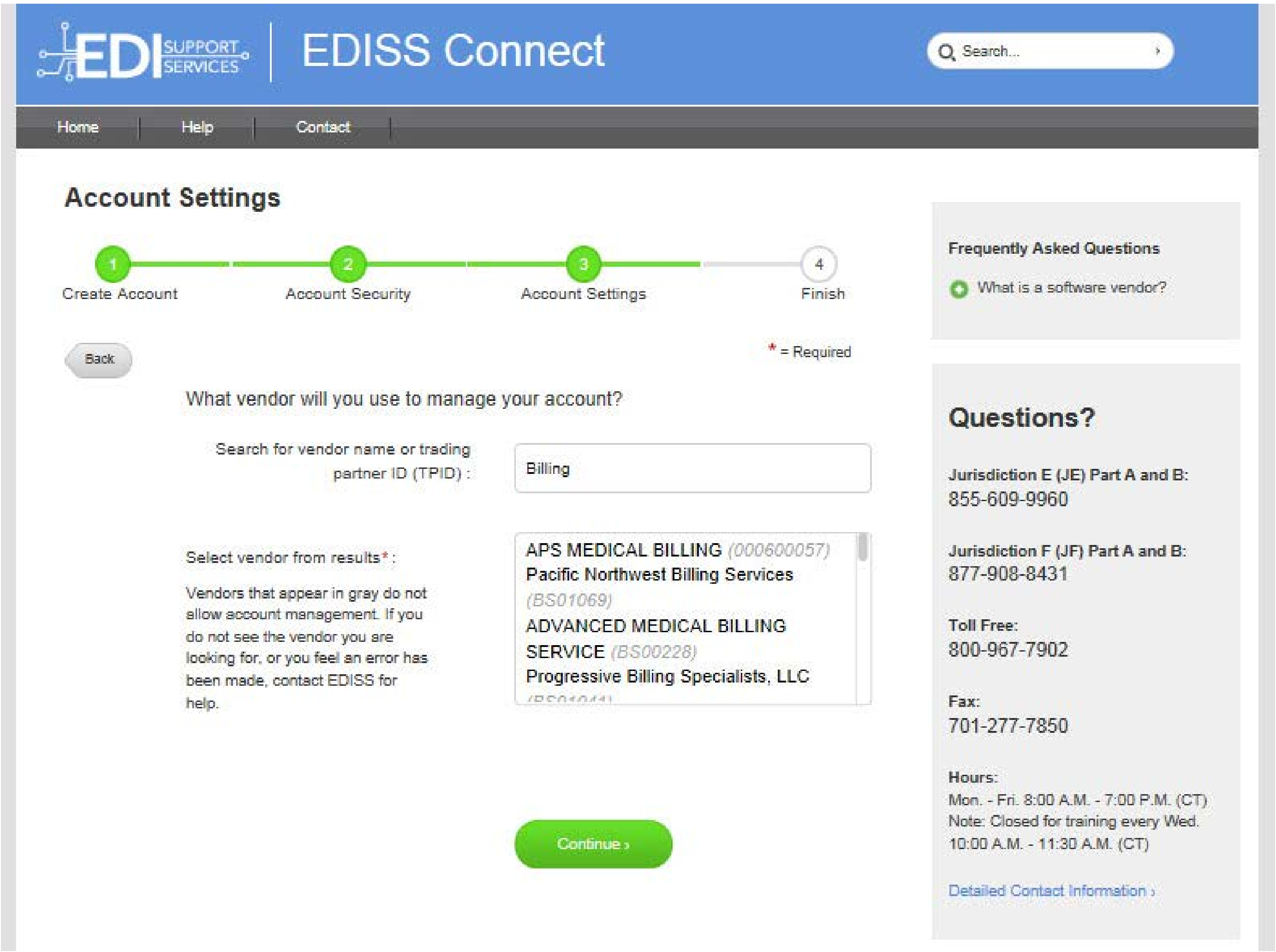
Account Settings

1. For Account Settings you must choose who will administer your account. If you choose **I will** you will maintain control of all your account information and will setup all of the transactions that you will be submitting. If you choose **A vendor**, control of your account will be released to a managing vendor (once the vendor approves the assignment) and you will not be able to change any information or add and manage transactions as it relates to your account.



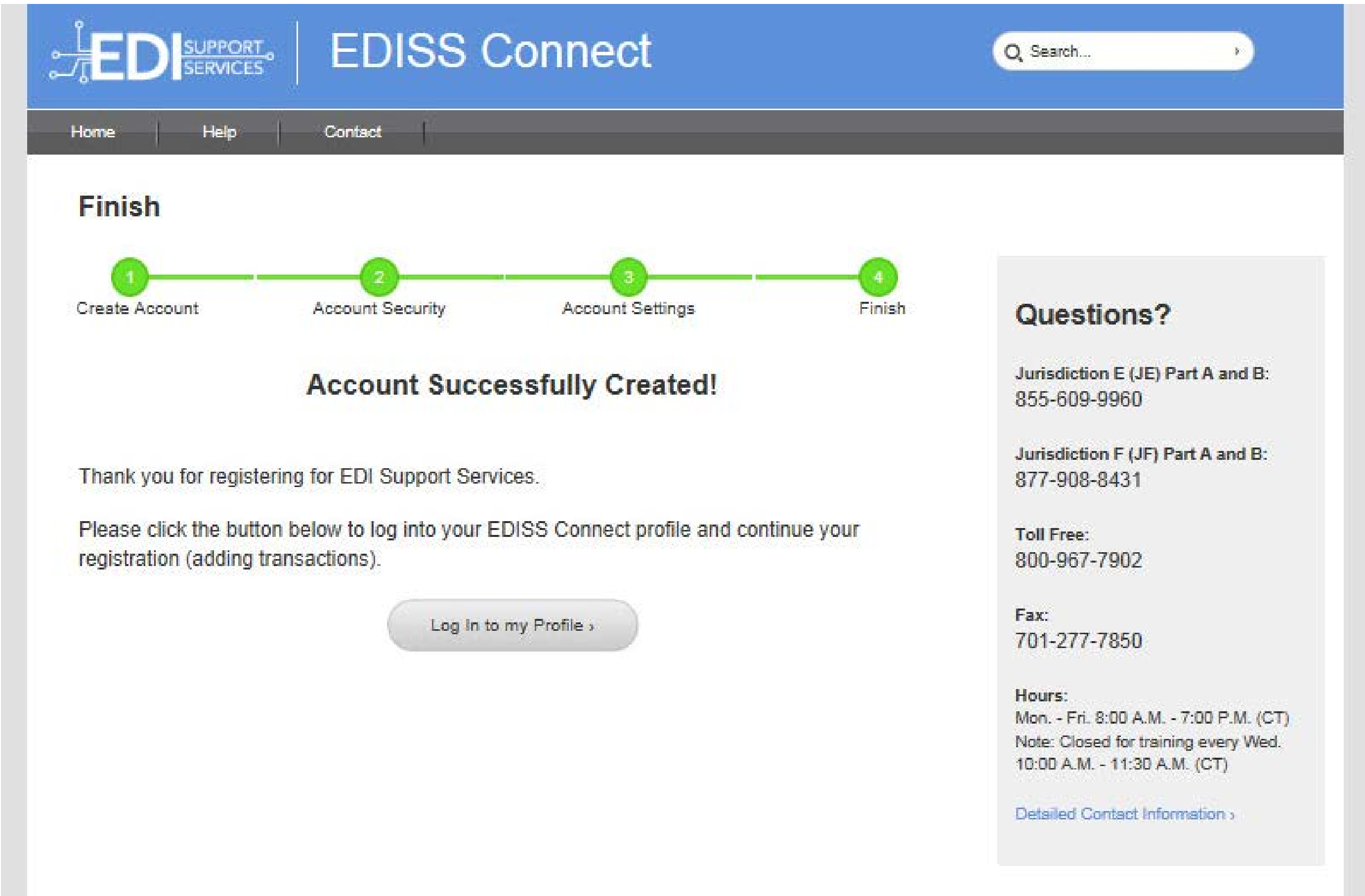
Account Settings

1. If you will be administering your own account, (option which was selected in the previous step) you are required to choose what software you will use to process transactions. If you use PC-ACE Pro 32, the free software provided by EDISS, you will need to accept the associated software licensing agreement. Once complete click Continue.



Account Settings

1. If you chose **A Vendor** in the Account Settings question to administer your account, you can choose a vendor by searching here. Only vendors that accept managing vendor responsibilities are available in the search results. Once you have chosen a vendor, click the **Continue** button.



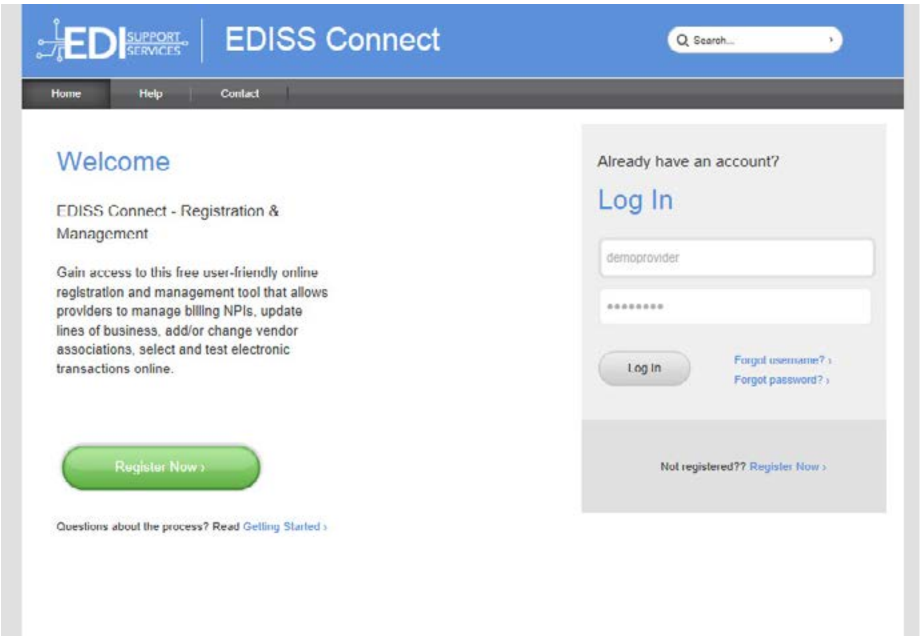
Finish

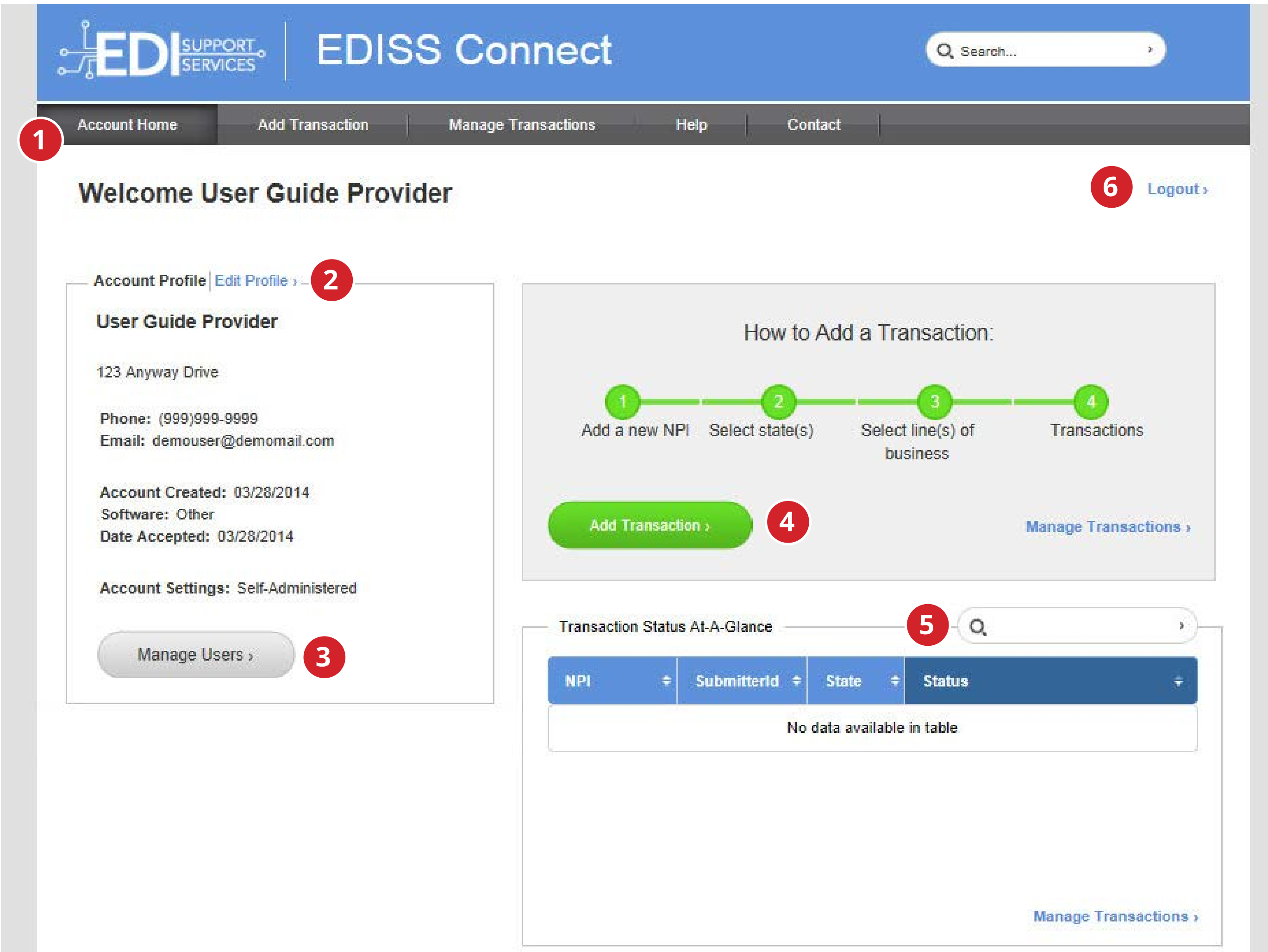
1. You have successfully completed EDISS Connect registration. You can now login to EDISS Connect and start adding and managing transactions.

Provider Dashboard and Managing Transactions

Once you have successfully registered for EDISS Connect, you will be able to log in to your account and manage your profile, start managing users, setting up transactions and testing claim files.

To log in, go to https://connect.edissweb.com, enter your username and password and click on the **Log In** button.





Provider Dashboard

1. Upon successful log in you will see your Account Home or dashboard.

2. To edit your demographic and security information click on **Edit Profile** to be taken to your account details.

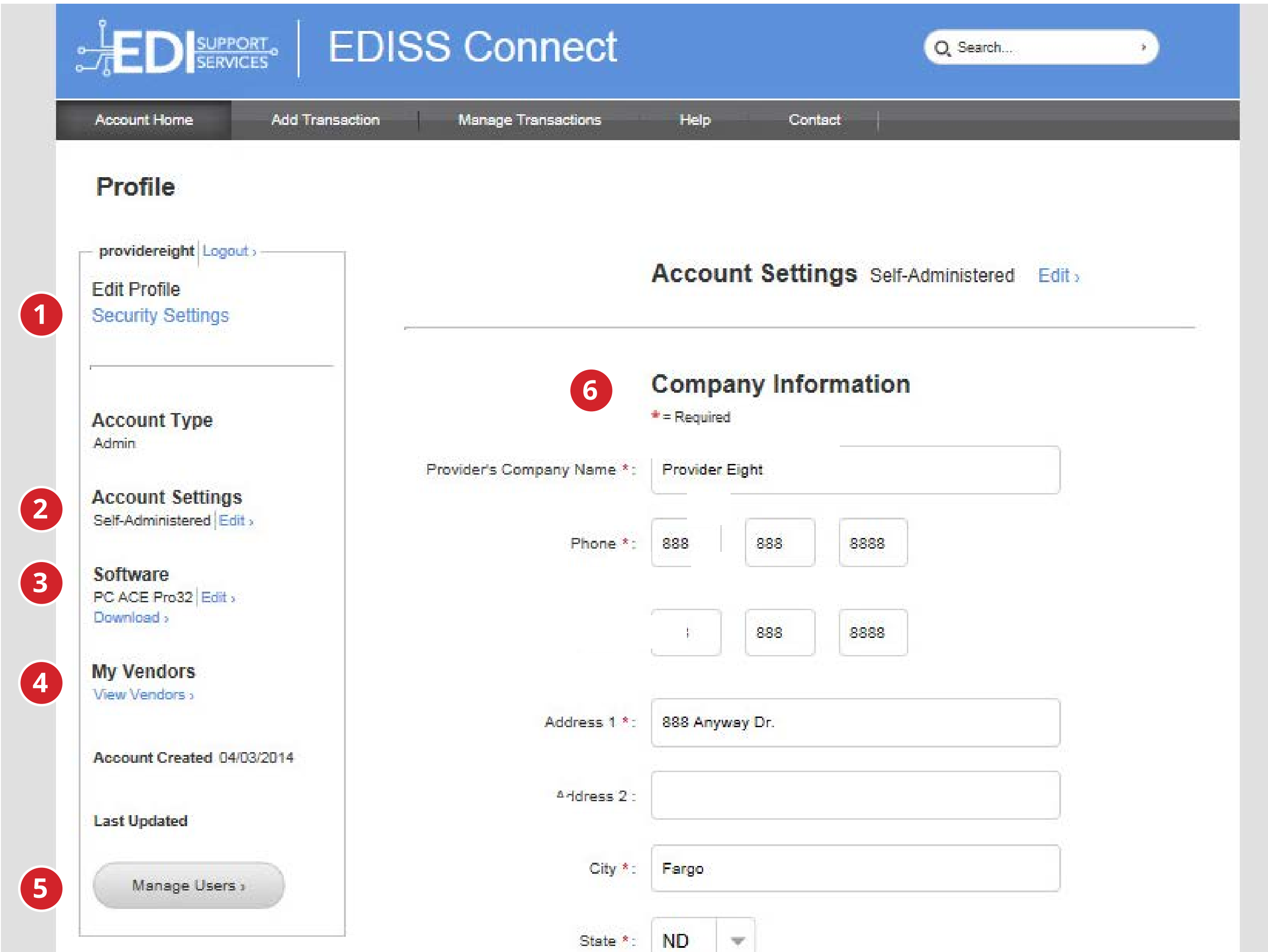
3. At any point you can add, edit or remove users that have access to your account by clicking on **Manage Users**.

4. To add a transaction click on **Add Transaction**. EDISS Connect will take you through an easy-to-follow four step process.

5. The **Transaction Status-At-A-Glance** module allows you to see which transactions you have setup that require the most actions by status. It will let you know what actions are required to complete each NPI (such as forms or testing). To make it easier, you are able to search by NPI in this window to quickly filter results to the top of this module.

6. To logout of EDISS Connect, click the Logout link on any page.

Note: *The above sections of the Provider Dashboard are also discussed further on in the User Guide.*



Edit Profile

1. Clicking **Security Settings** will allow you to change your password.

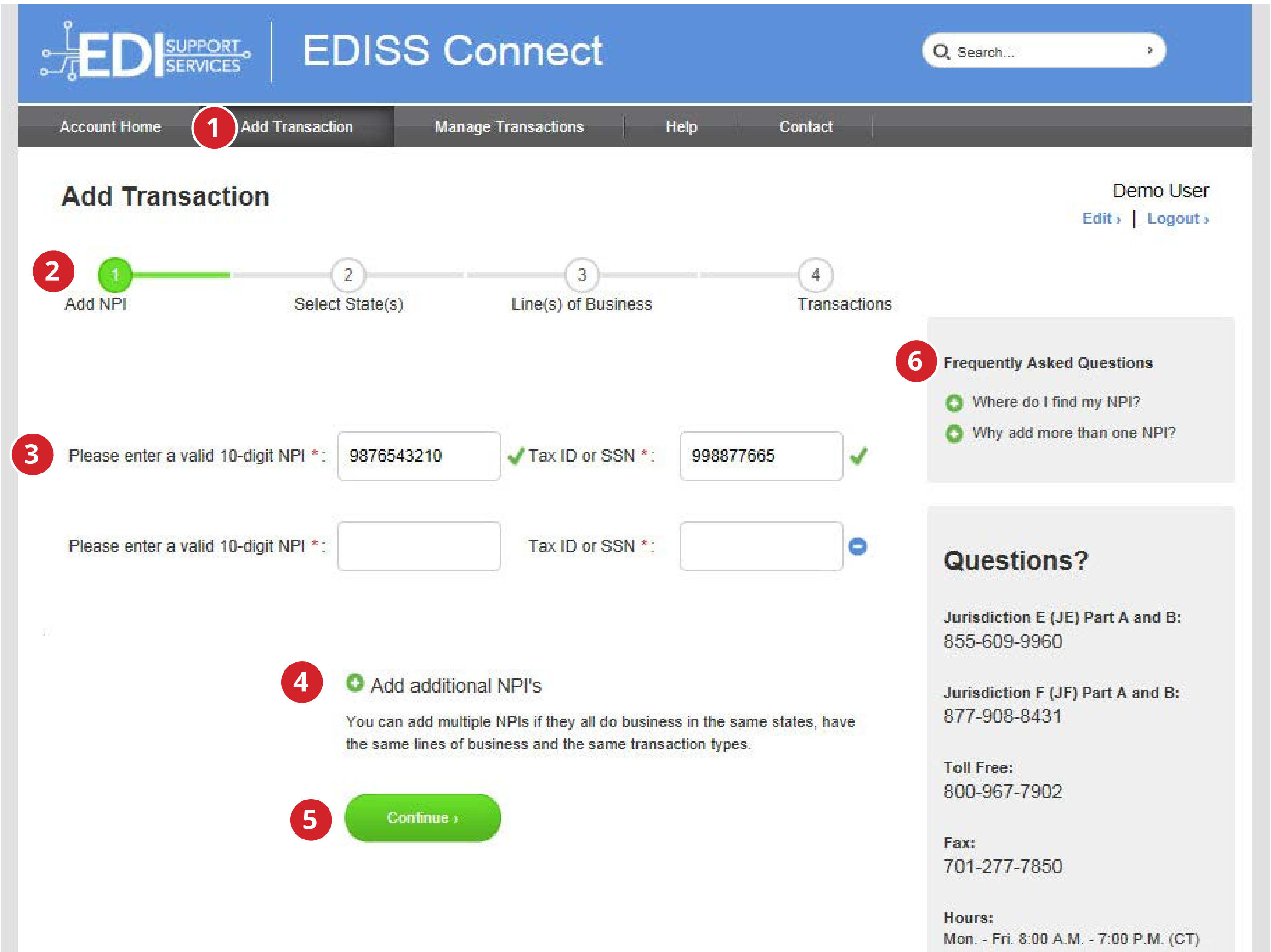
2. Account setting can be set to either **Self-Administered** if you want full control of your account or **Vendor-Administered** if a vendor will manage all aspects of your account for you.

3. This shows the software you have selected to use and allows you to download PC-ACE Pro 32 if that is the software you are utilizing.

4. **My Vendors** displays a list of vendors you are using for processing transactions. This page will display all vendors and respective lines of business you have selected for each vendor to submit on your behalf.

5. Allows you to manage the users that have access to the account, their email addresses and security settings.

6. At any time you can update your company information and save it to your profile.



Add Transaction - Add NPI

1. By selecting the **Add Transaction** tab on the main navigation bar, or in your main account page, you can add transactions to your EDISS Connect account.

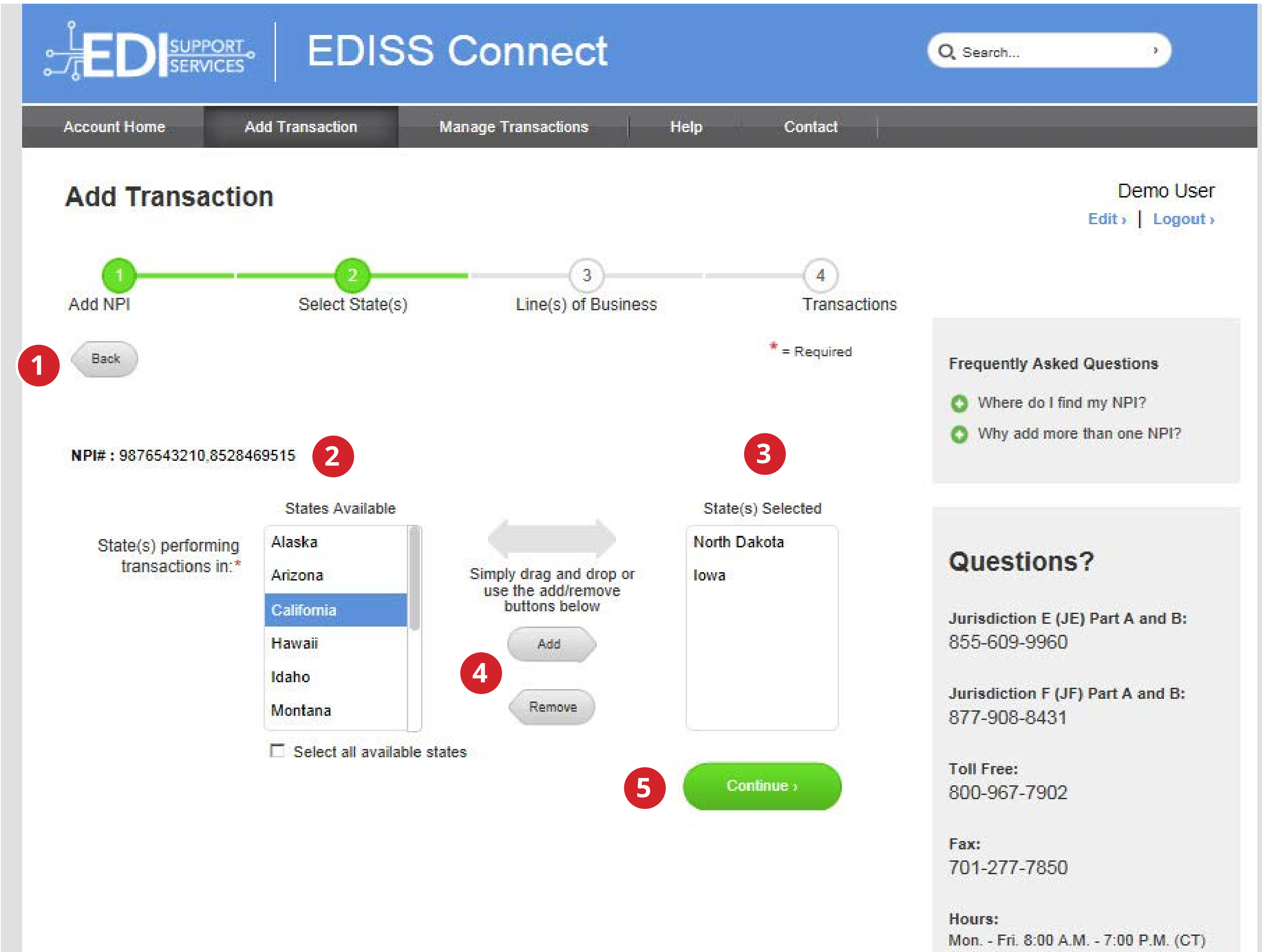
2. This bar will track your progress through the four steps while you are setting up a transaction.

3. A 10-digit billing or group NPI number is required along with the associated Tax ID, EIN or SSN.

4. You can add additional NPIs when setting up transactions. Multiple NPIs setup at the same time must consist of the same states, lines of business and transaction types. If NPIs are different from different states, LOB's or transaction types, the setup process must be completed separately for each situation. There is no limit to how many transactions you can setup.

5. Once the NPI and Tax ID or SSN are complete you will be allowed to continue.

6. Frequently Asked Questions are a quick reference that answer questions specific to the step/page you are on.



Add Transaction - Select State(s)

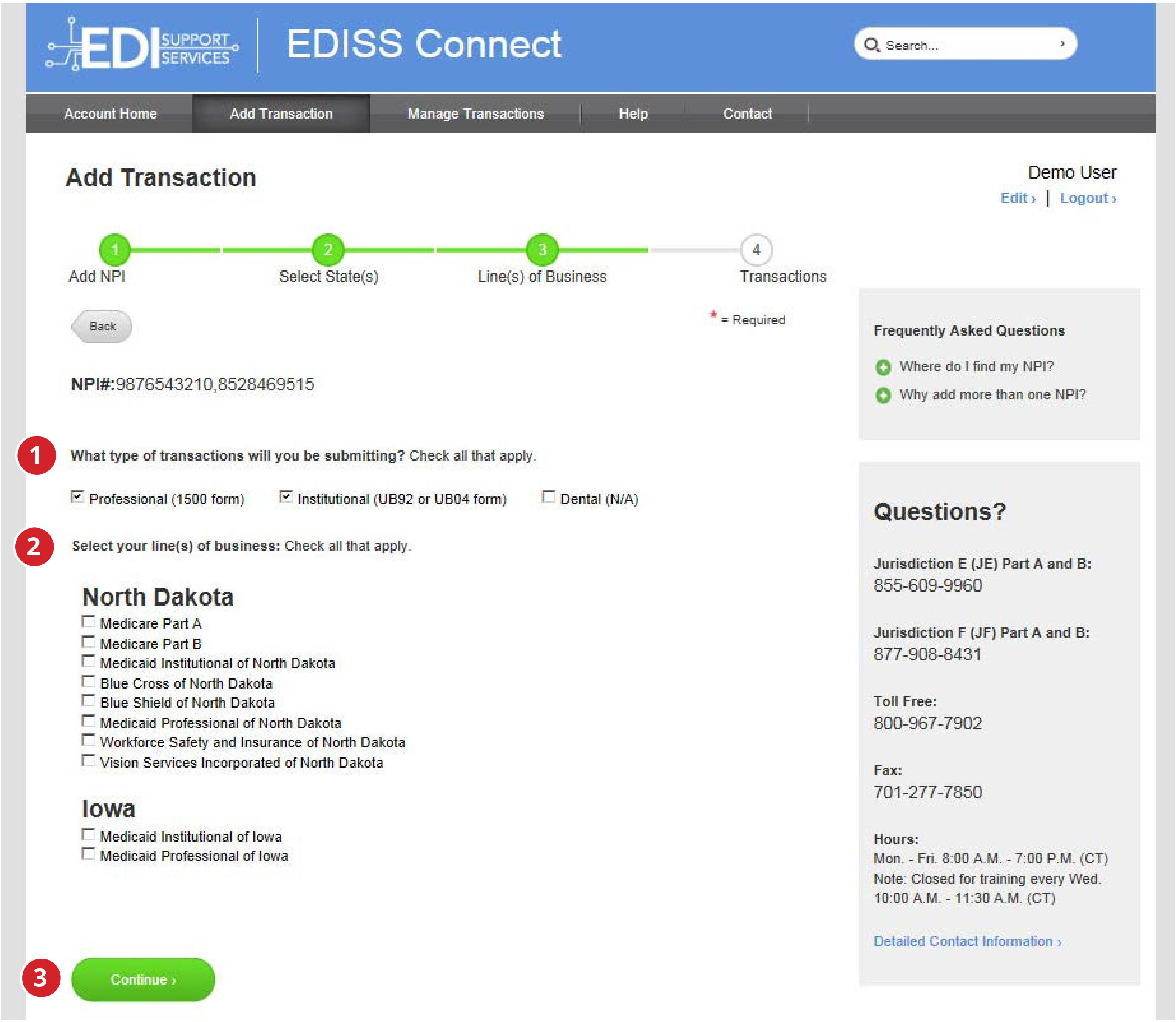
1. At any time during the Add Transaction process you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page your information will be lost.

2. Select the states where the NPI(s) you entered will be performing transactions in. The left column will show all states available for which EDISS accepts claims.

3. The states you have selected will show up in the right column.

4. At any time, you can add or remove transactions by clicking the **Add** or **Remove** buttons or by dragging the state to the appropriate column.

5. Once all states have been selected click the **Continue** button.

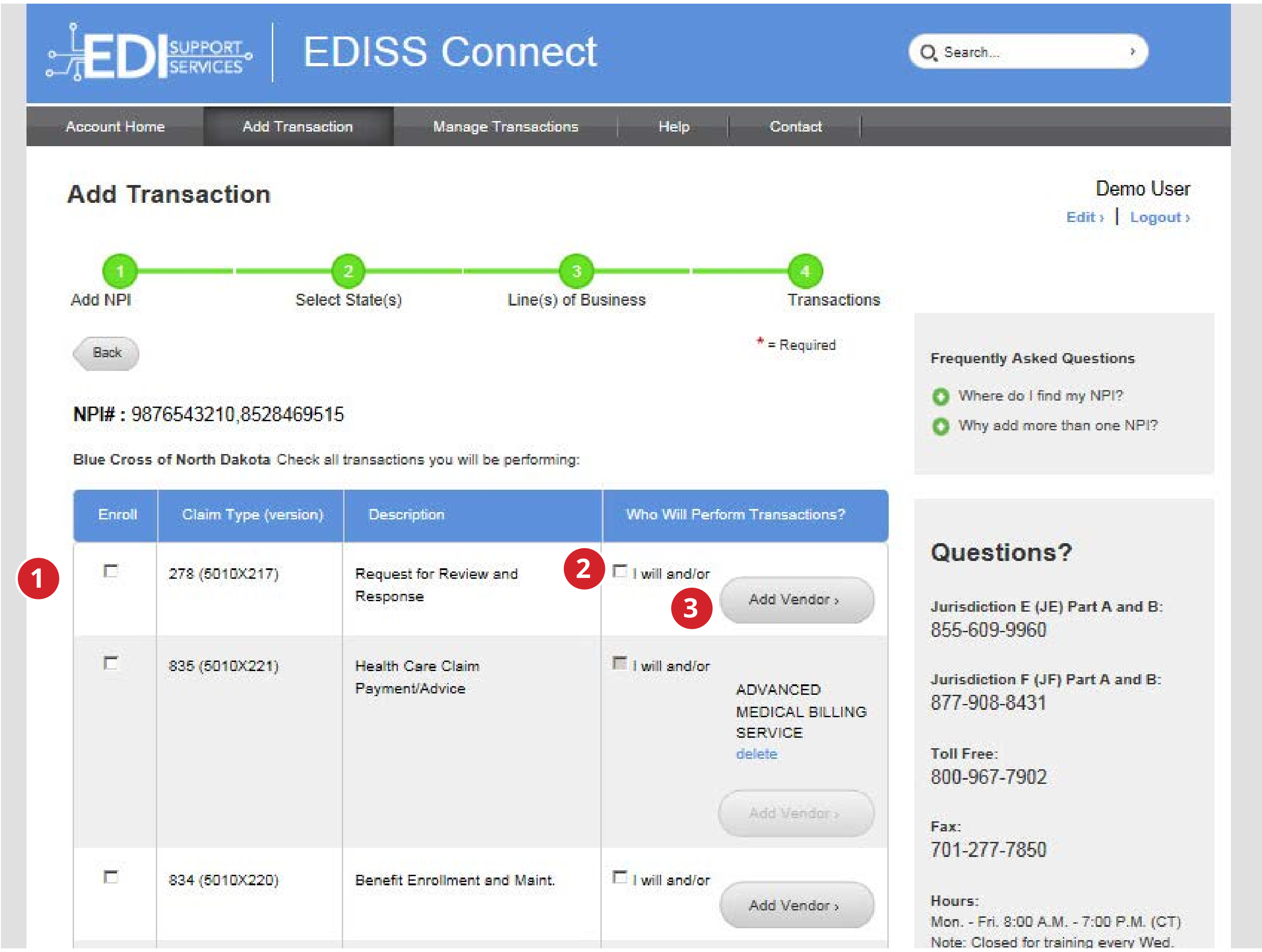


Add Transaction - Line(s) of Business

1. Check all options (Professional, Institutional and/or Dental) that apply to what type of transactions you will be performing.

2. Check all of the specific transactions that apply to your NPI(s). The states will display from the previous step. The lines of business will display based on the type of transaction in **1** above.

3. Click **Continue** when all lines of business have been selected.



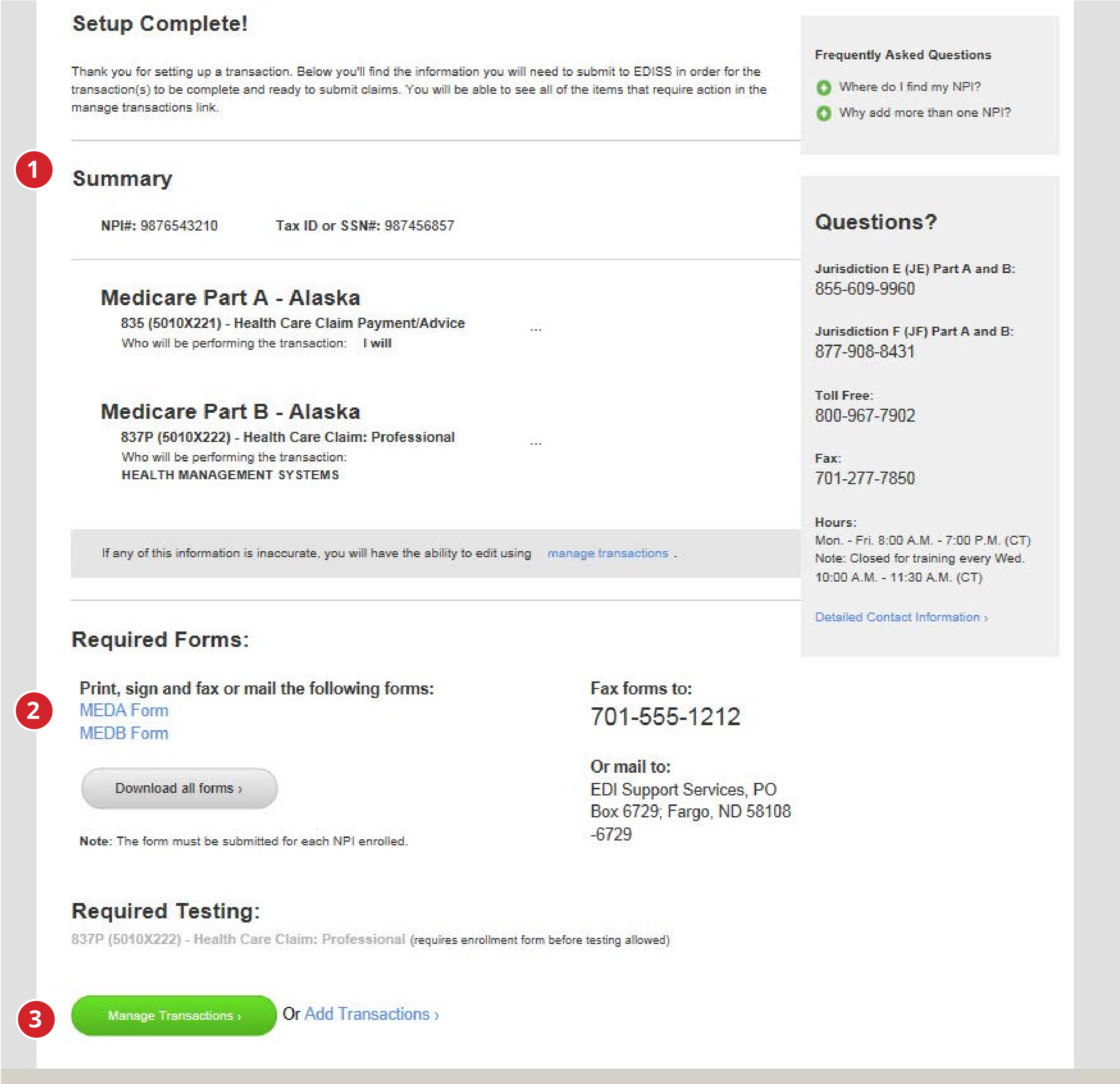
Add Transaction - Transactions

1. Click on the small box under **Enroll** to add a check mark to the specific claim type you will be submitting.

2. You will also need to check who will perform the transaction. The options are either **I Will** and/or a **Vendor will**.

3. Indicate who will be performing a specific transaction. They will need to be added during this step. To add a vendor click on the **Add Vendor** button and a window will appear allowing you to select a vendor. Only vendors that perform that type of transaction will display within the list.

4. Once all transactions are added, click **Continue** on the bottom of the page to finish adding the transaction(s).

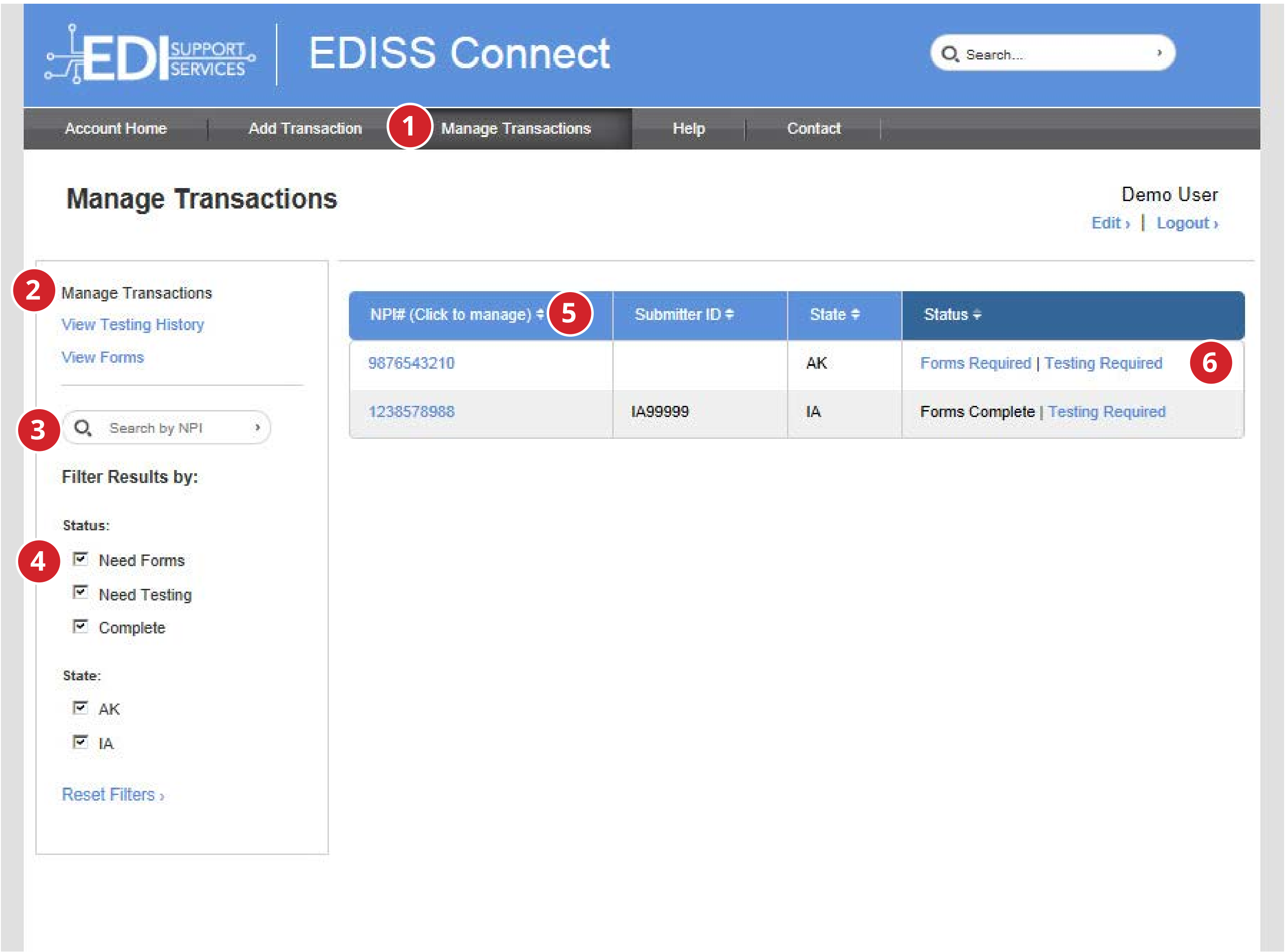


Add Transaction - Setup Complete

1. Once the transactions are complete, a summary of the transactions you've setup will display with the ability to print this page for your records.

2. Enrollment forms that are required will be indicated on this page. You can download the forms as PDF files here and fax or mail them to EDISS Support Services.

3. Once you are finished you can go to **Manage Transactions** or **Add Transactions**.



Manage Transactions

1. The **Manage Transactions** tab in the main navigation area allows you to view and manage all transactions that have been setup.

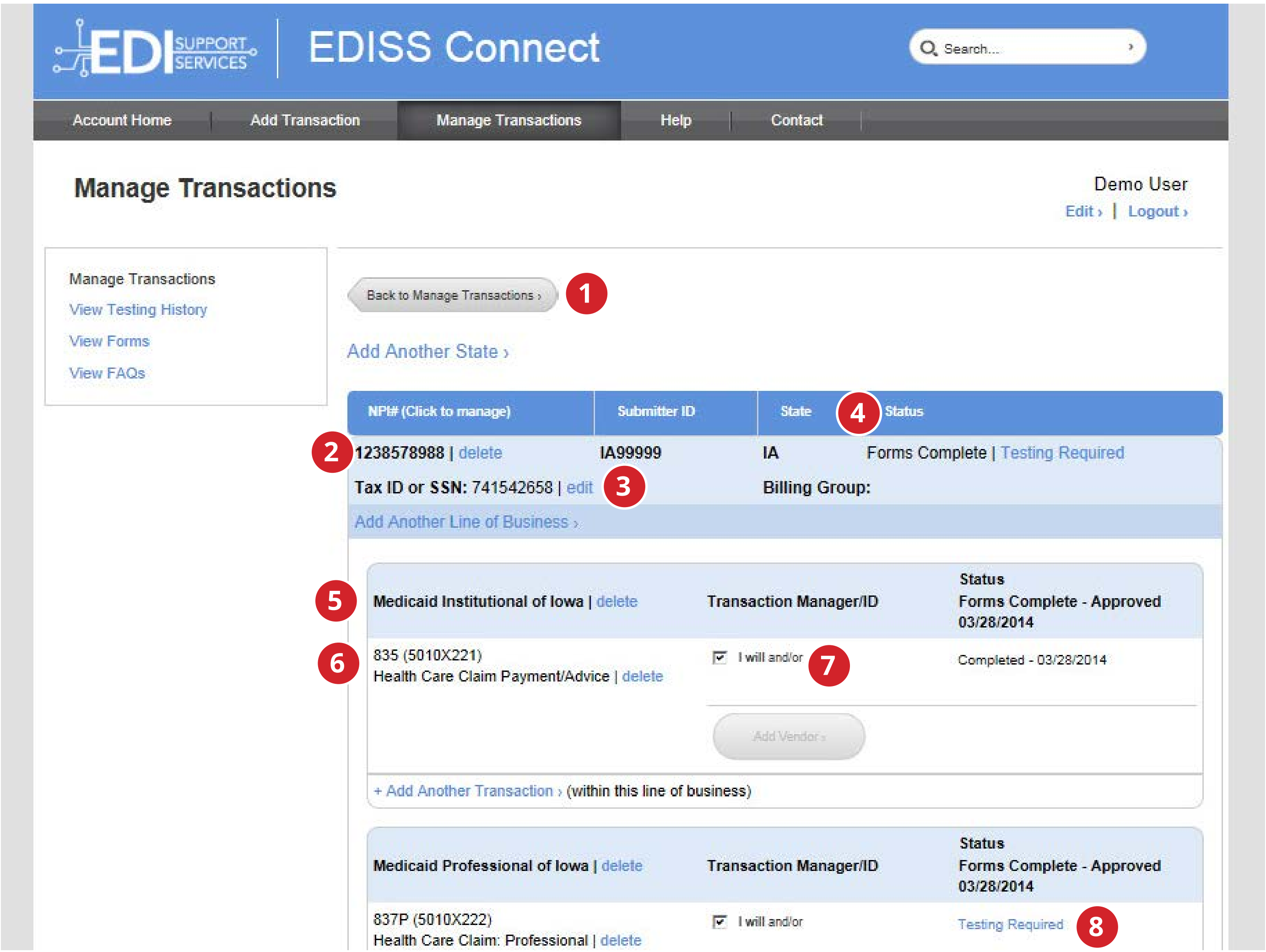
2. The left navigation panel allows you to manage transactions, view testing history for test files already submitted and view forms that are required to submit.

3. You have the ability to search by NPI for transactions that are setup in the system.

4. You can filter the results of your search to display only transactions with a certain status or add specific states where you do business (if applicable).

5. You can sort the transactions by any field in the header row. If you click on an NPI it will load the transactions detail page associated with that NPI.

6. The status shows forms required, testing required or if the transaction is complete and ready to submit claims.



Manage Transactions

1.This is the **Detailed Transactions** page for a specific NPI. At any time you can go back to the **Manage Transactions** overview page.

2. You have the ability to delete an NPI. All transactions associated with that NPI will also be deleted.

3. You have the ability to edit or add a Tax ID or SSN associated with an NPI.

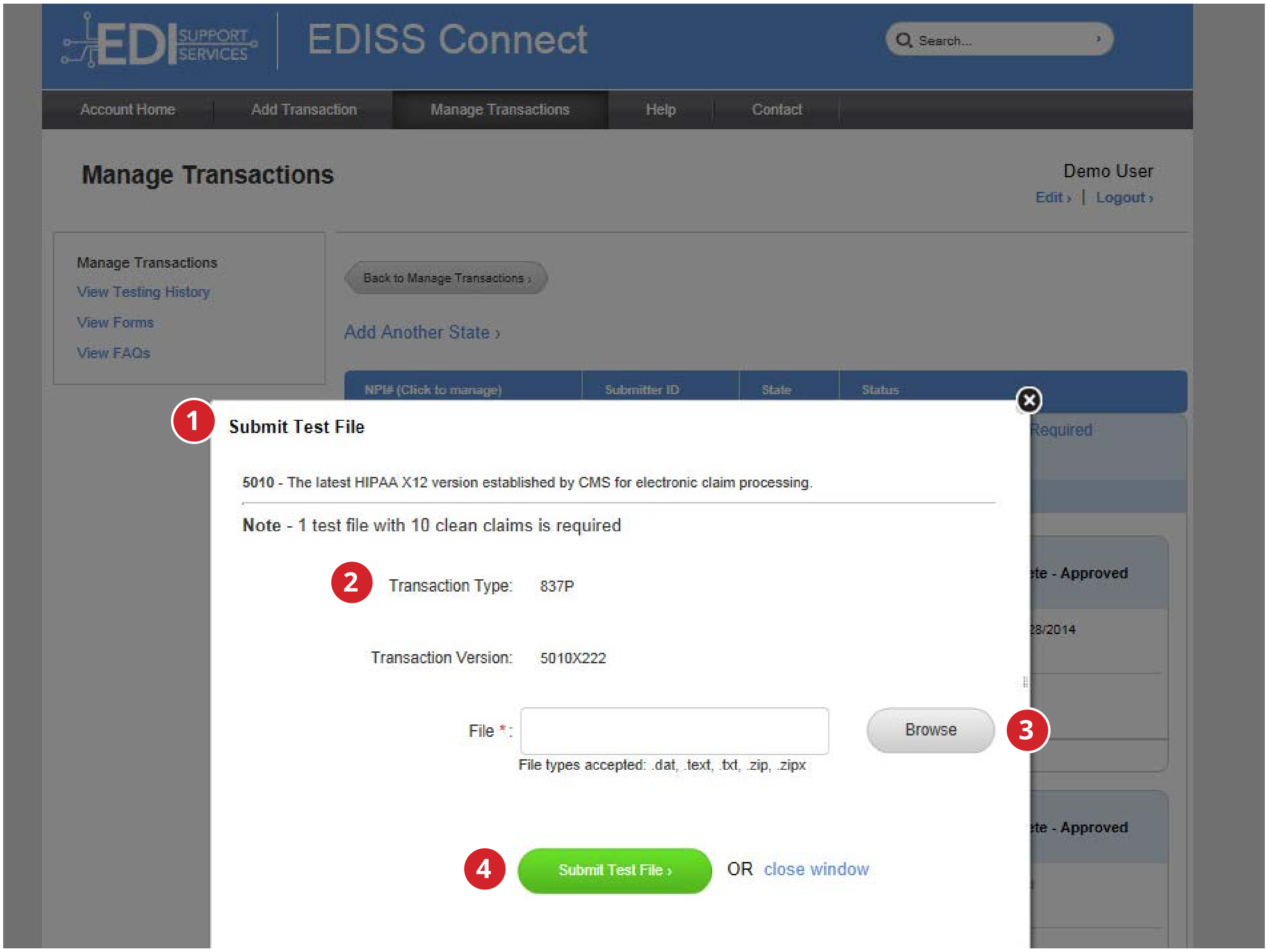
4. The status shows either forms required or testing required. If you click on forms required the required forms are available for download as a PDF file.

5. The line of business is displayed below with the ability to delete it at any time.

6. Specific claim types are listed below the line of business with the ability to delete. Removing and restarting transactions can create delays in the production process.

7. You have the ability to modify if you and/or a vendor will perform the transactions.

8. If a **Testing Required** link is shown you can click on the link to upload test files into the system.



Manage Transactions

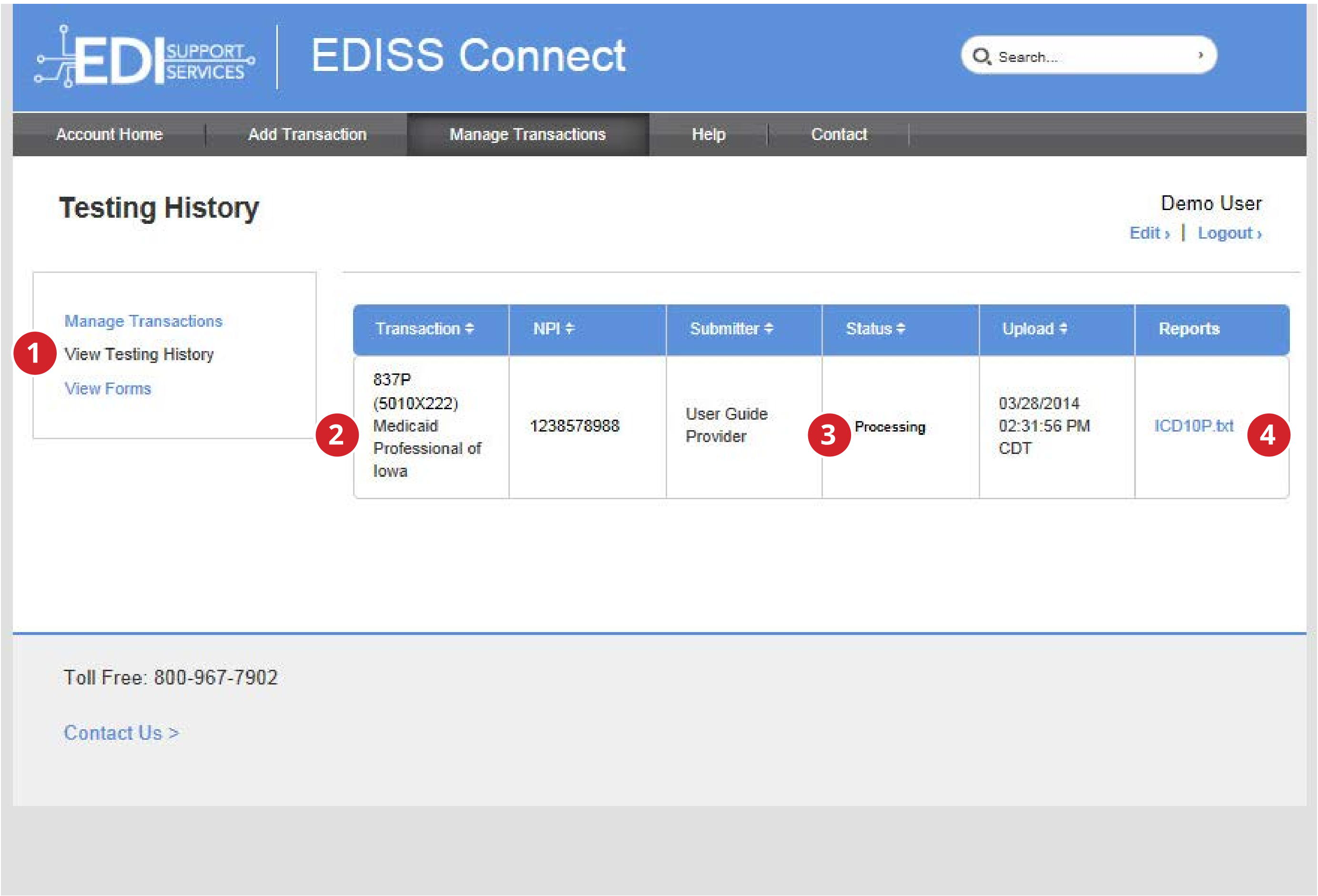
1. This screen shows the submit test file window. This displays if you click **Testing Required** on the previous screen.

2. The transaction type and version are shown as reference for what the system needs to test.

3. You can click the **Browse** button to locate a claim file from your desktop. Accepted file types include a .txt or .dat format.

4. Once you have selected a file click **Submit Test File** and the system will automatically upload the file.

5. A thank you page will display upon successful submission. Test files may take up to 48 hours to indicate if they have passed or failed validation.



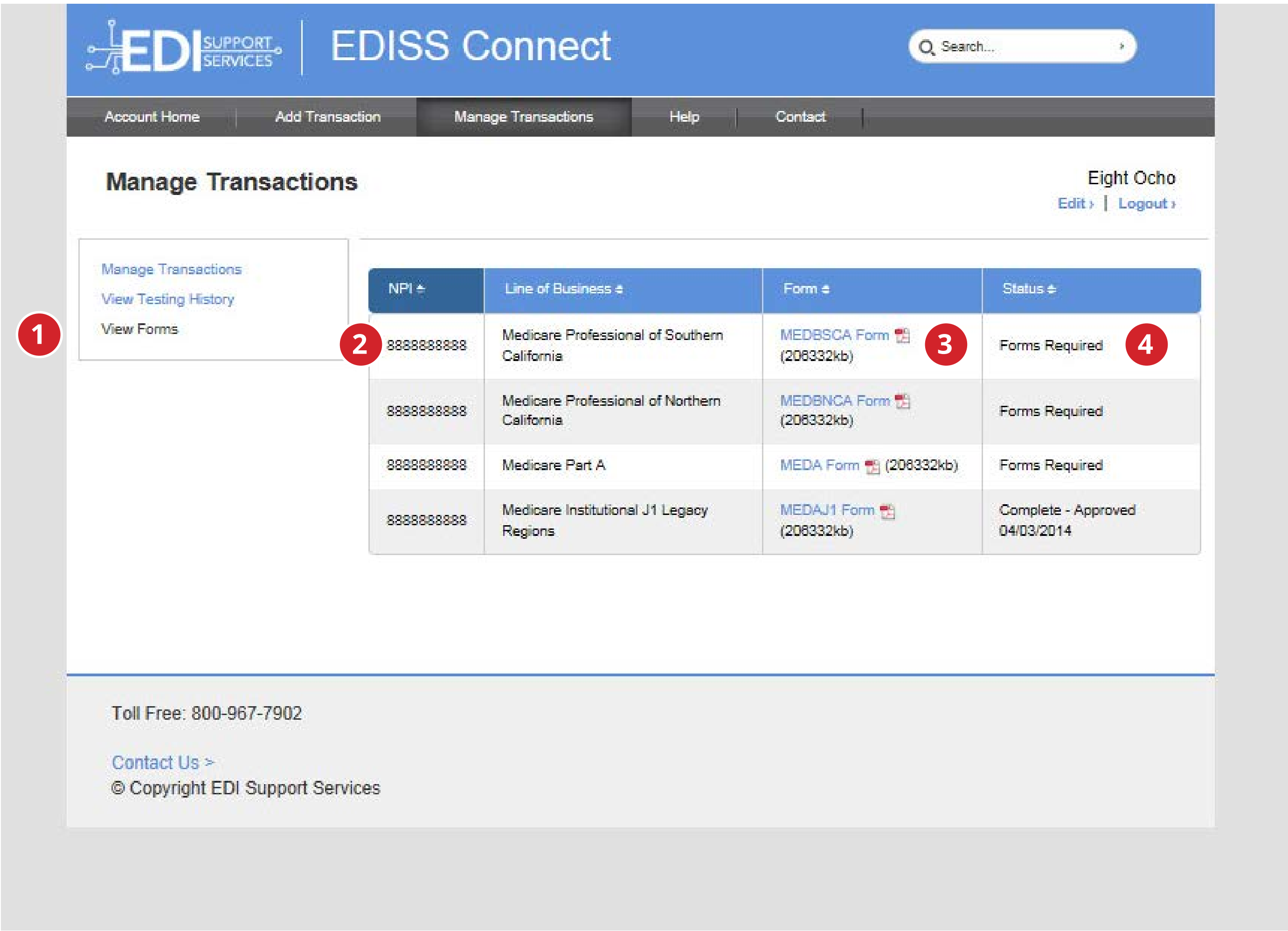
Manage Transactions

1. The **View Testing History** page displays all the test files submitted for your NPIs and overall EDISS Connect Account.

2. The line of business and transaction type will show in the first column with the associated NPIs displayed in the next column.

3. The status shows if the file is processing, passed or failed. If the file failed to pass verification you have the ability to upload another test file by clicking on the **Upload another file** link below the failed status.

4. Reports are created from the EDISS Connect testing workflow. Each file is a hyperlink that will open up the actual report in X12 format. These files can be saved or translated in your software of choice for future reference.



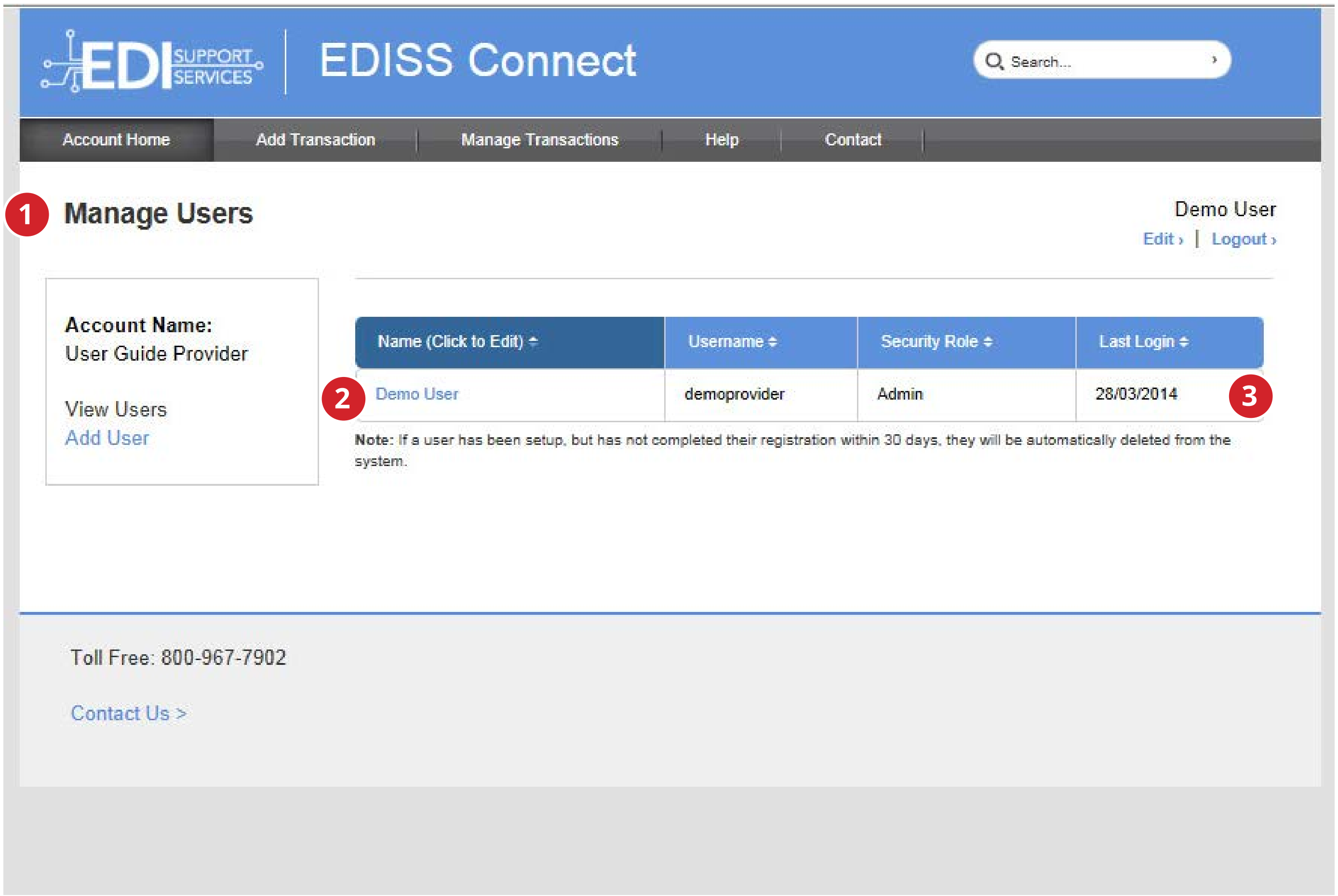
Manage Transactions

1. The **View Forms** page is an easy place to view forms that are still required by EDISS in order to have transactions setup properly and approved.

2. The forms are listed as required by each NPI.

3. The form name will show up as a link. Simply click the link to download the form as a PDF file. Once downloaded, print, complete and either fax or mail the form to EDISS Support Services. Fax and address information is included on the form. It may take up to 5-7 business days to receive approval on forms once received and reviewed by EDISS.

4. The status shows if the form is still required or if it is complete with an approved date.

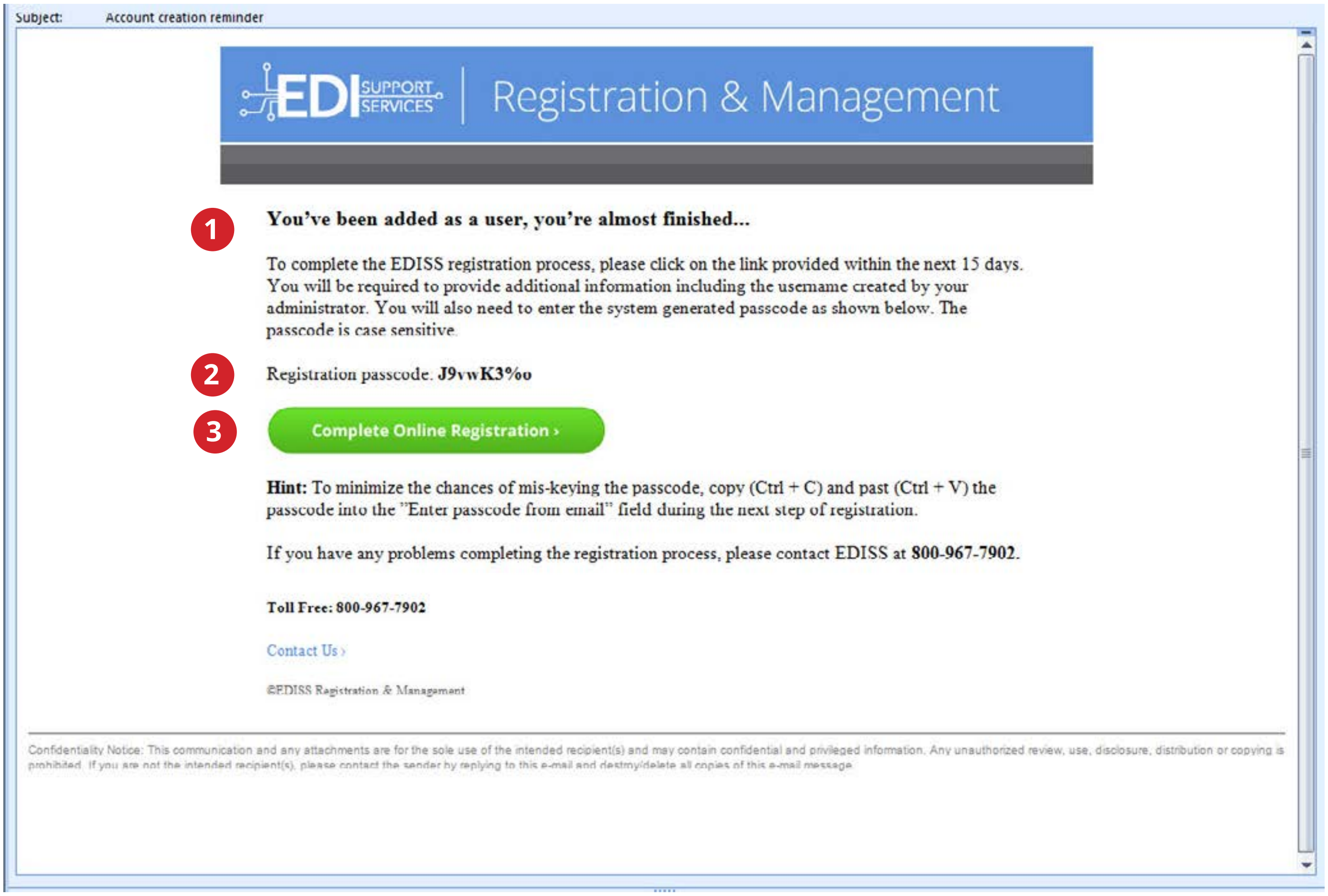


Manage Users

1. This window displays the users associated with the account.

2. The name is shown in the first column. To view details about that user, click the name in the list.

3. The **Last Login** column shows the date when that user last logged in to the system. If the registration is incomplete, the status displays with the ability to resend a complete online registration notification. You can also delete a user from the system in this column.



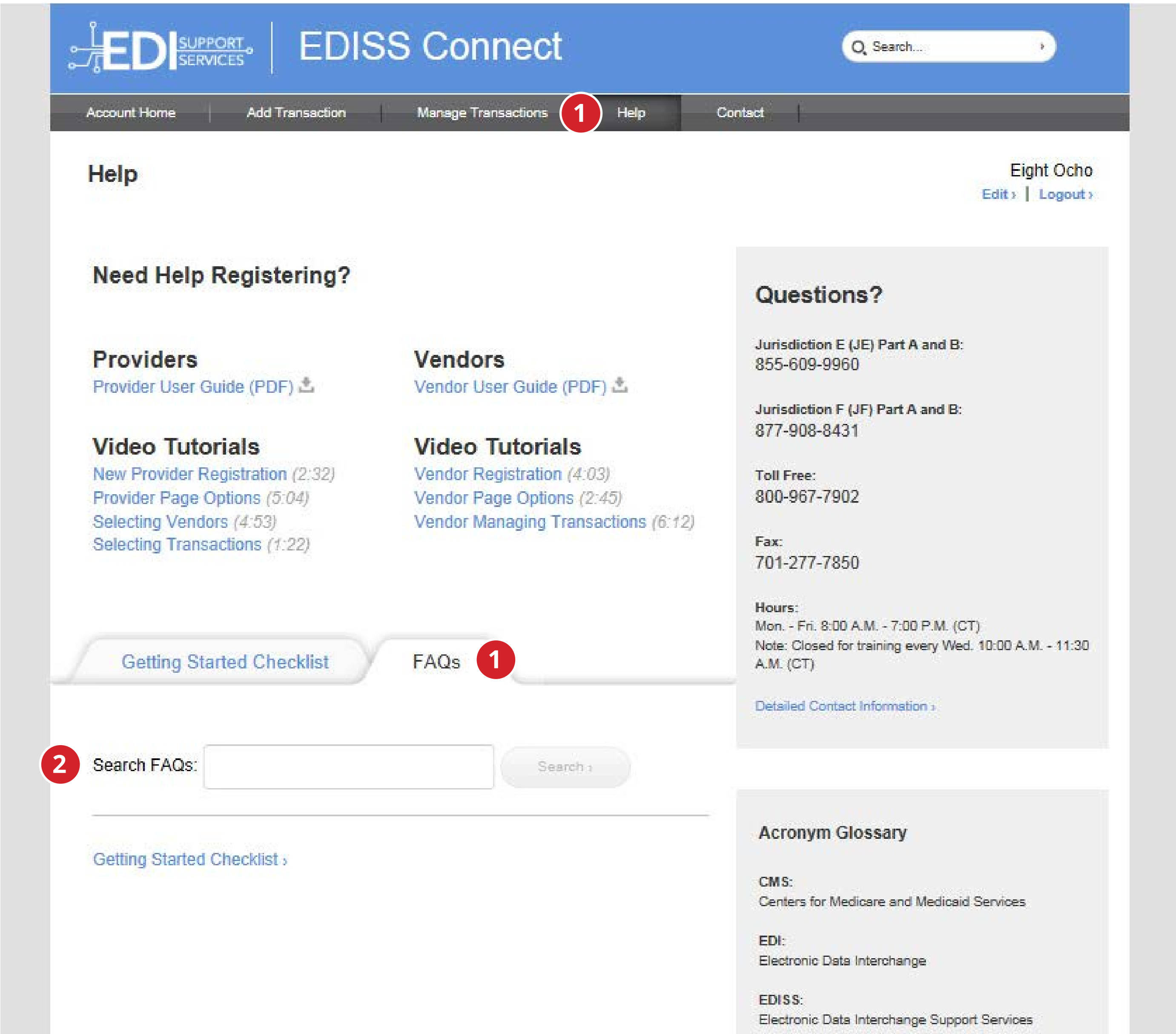
Manage Users

1. When a new user is setup in the system, the user will receive the email notification above.

2. A temporary registration passcode is generated and required to finish registering as a user.

3. The user can click on **Complete Online Registration** to finish their registration.

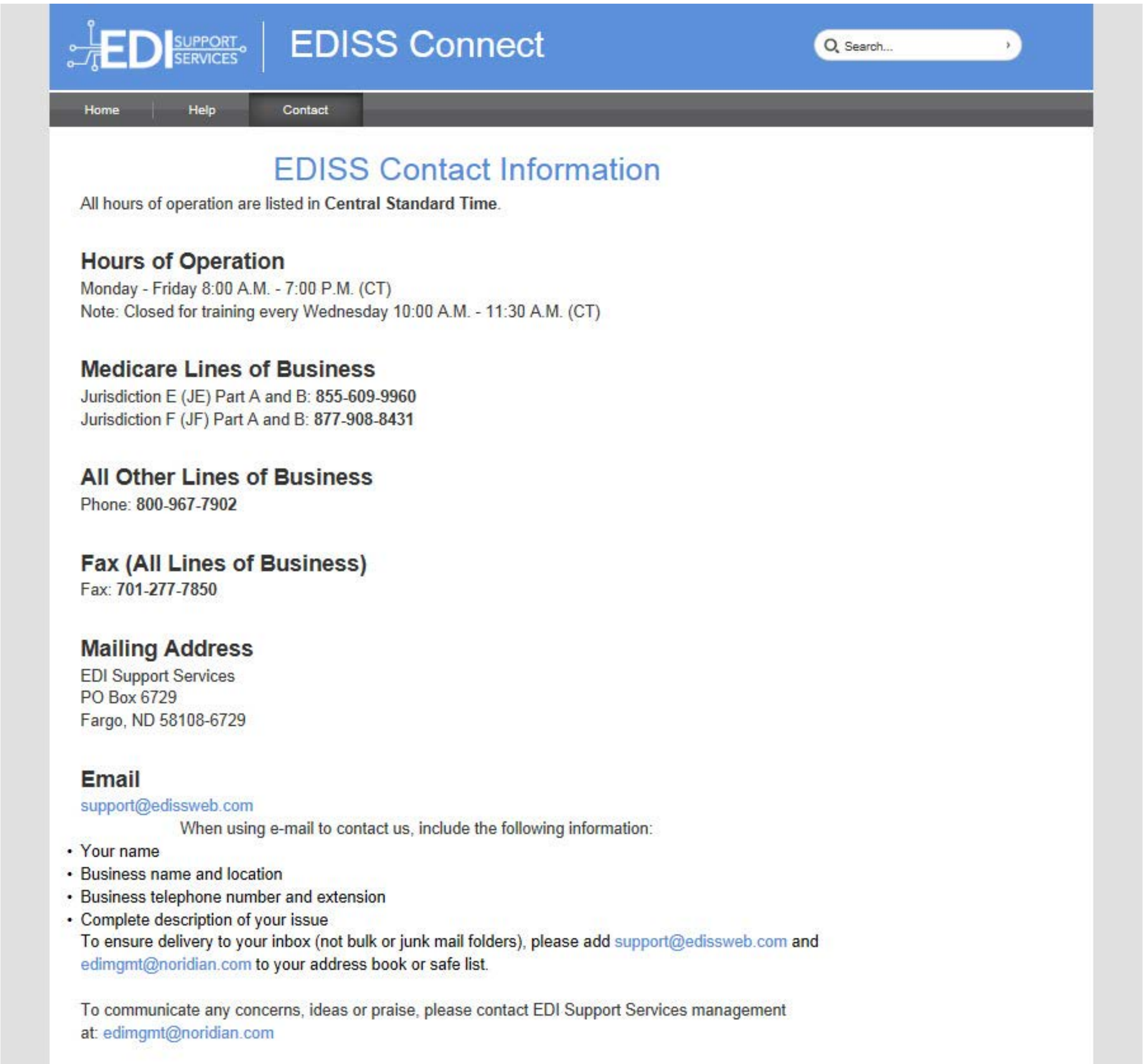
Note: *The username that is selected when adding a new user is controlled by the owner of the account and all username requests should be managed by the administrator.*



Frequently Asked Questions

1. Frequently asked questions are located in the **Help** section of the website.

2. A quick search is available that will load questions related to your search. You can clear your search results at any time and start a new search. Questions are listed by category with the respective answers.



Contact Information

Hours of Operation

Mon - Fri: 8:00 A.M. - 7:00 P.M. (CT)
Wed: Closed for training:
10:00 A.M. - 11:30 A.M. (CT)

Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-609-9960
Jurisdiction F (JF) Part A and B: 877-908-8431

All Other Lines of Business

Phone: 800-967-7902
Fax: 701-277-7850

Email

support@edissweb.com

Fax (All Lines of Business)

701-277-7850

Mailing Address

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Fargo, ND 58108-6729